IT PROJECT EVALUATION

Project Tracking No.: P-014-FY03-UNI

Return on Investment Program Funding Application (FY 2003 Request)

This is an electronic template. Please enter your responses on this document. Only electronic submittals of this template will be accepted. Proposals submitted after the designated due date may not receive funding consideration.
FINAL AUDIT REQUIRED: The Enterprise Quality Assurance Office of the Information Technology Department is required to perform a final project outcome audit, after implementation, for all Pooled Technology funded projects.

SECTION I: PROPOSAL

Date: 6-15-01

Agency Name: University of Northern Iowa

Project Name: 21st Century Learning Infrastructure

Expenditure Name: 21st Century Learning Infrastructure

Agency Manager: Marilyn Drury

Agency Manager Phone Number / E-mail: 319-273-2309 / marilyn.drury@uni.edu

Executive Sponsor (Agency Director or Designee): Robert Koob – President – UNI; Richard Varn – ITD; Tommy Thompson – Pam Pfitzenmaier - IPTV, State Librarian, Department of Education

Request For ROI Application Waiver:

Agencies are required to complete this funding application when requesting funds for any project, any IT expenditure costing over $100,000, or any non-routine IT expenditure. If you feel there is compelling reason to waive this requirement, please provide (in the box provided below) a brief description of the project or expenditure, the budget amount, and a rationale for the waiver request. Until a decision is made regarding your waiver request, it is not necessary to complete any other portion of this application. The ITD Enterprise Quality Assurance Office will convey waiver request decisions within five working days of receipt.

Explanation:

A. Project or Expenditure Rationale

Is this project or expenditure necessary for compliance with a Federal standard, initiative, or statute? ☐ **YES** (If "YES," explain) ☒ **NO**

Explanation:

Is this project or expenditure required by State statute? ☐ **YES** (If "YES," explain) ☒ **NO**

Explanation:

Does this project or expenditure meet a health, safety or security requirement?
☐ **YES** (If "YES," explain) ☒ **NO**

Explanation:

Is this project or expenditure necessary for compliance with an enterprise technology standard?
☐ **YES** (If "YES," explain) ☒ **NO**

Explanation:

Is this project or expenditure consistent with meeting the goals and objectives of the State's strategic plans?
☒ **YES** (If "YES," explain) ☐ **NO**

Explanation: Meets Governor's Enterprise Education Goals

Is this a "research and development" project or expenditure? ☒ **YES** (If "YES," explain) ☐ **NO**

Explanation: The University of Northern Iowa (UNI), the State of Iowa Information Technology Department (ITD), the Iowa Communications Network (ICN), the Iowa Department of Education (DOE), Iowa Public Television, and the State Library will collaboratively focus on exploring, testing, evaluating, and recommending technology components, that through effective use lead to enhanced learning in various educational settings.

B. Project or Expenditure Summary

1. Provide a pre-project or pre-expenditure (before implementation) and a post-project or post-expenditure (after implementation) description of the impacted system or process. In particular, note if the project or expenditure makes use of information technology in reengineering traditional government processes.

Response: A 21st Century Learning Infrastructure utilizes a wide range of information technologies to provide learning opportunities within and beyond the bounds of the traditional classroom and supports life-long learning. It will be a combination of a digital library and a virtual open campus for all learners and institutions.

This 21st Century Learning Infrastructure has seven main components:

1. Integration: Integration in this context means an entity that will bring together all of the vendors, providers, and partners, enable them to work together, and keep an eye on the big picture. The best analogy for an integrator is a general contractor who manages the subcontractors who provide the different pieces of the project. The integrator would also assure interoperability, upgradeability, and quality.

2. Central and distributed Storage and cataloging systems for digital educational materials - (digital pictures, audio and video; interactive web sites; electronic presentations; e-books; software; and evaluation mechanisms). Educational materials can be mixed, matched, exchanged and sold.

3. Networking and Connectivity: A network architecture design that allows for equitable delivery of desired quality of service to all citizens in the state of Iowa. This initiative will utilize the Iowa Communications Network and private telecommunications providers, assess current network capacity and assist with upgrades.

4. Distribution: Movement of educational objects via networks (HTTP, Real Time Streaming Protocol (RTSP) WAN, LAN, ATM, Dial-Up, ISDN, Internet/Intranet) and via storage media (CD and DVD-ROM, etc.). There will be video, voice, data, document, or virtual reality interaction using multimedia conferencing standards.

5. Learning Management: Tools for tracking, testing, registering, managing, authoring, and cataloging online educational offerings incorporating collaborative technologies for communication between learners, instructors, and experts.

6. Acquisition: Purchase, customize, transcribe, broker, and license digital and analog educational objects for use, storage, searchability, and distribution.

7. Infrastructure Management: Tools for data exchange, reporting, authentication, security, help desk, ADA compliance, and systems support.

The first year of this Project has tested and begun implementation of many of the above points.

2. Summarize the extent to which the project or expenditure improves customer service to Iowa citizens or within State government. Included would be such items as improving the quality of life, reducing the government hassle factor, providing enhanced services, improving work processes, etc.

Response: The 21st Century Learning Infrastructure will allow teachers and students (and ultimately all Iowans) to electronically receive digital educational material and professional development on demand. This will be done through the creation of a prototypical multimedia-based digital library. Implementation of this project would dramatically change the way schools receive and share media.
The first step in making the technology effective in schools is for teachers to master the digital tools. The delivery of professional development as an integral part of this project will allow teachers to weave the use of technology into their daily teaching strategies and curricula.

3. Identify the main project or expenditure stakeholders and summarize the extent to which each, especially citizens, is impacted. In particular, note if the project or expenditure helps reconnect Iowans to State government.

Response: This Project helps connect citizens utilizing the State's web portal for access to Iowa's digital library of educational objects, other learning materials, and events.

IT PROJECT EVALUATION

SECTION II: PROJECT ADMINISTRATION

A. Agency Information

1. Project Executive Sponsor Responsibilities: The sponsor must have the authority to ensure that adequate resources are available for the entire project, that there is commitment and support for the project, and that the organization will achieve successful project implementation.

Response: No response required.

2. Organization Skills:
   a. List the project management skills necessary for successful project implementation
   b. List the project management skills available within the agency
   c. List the source(s) of project management skills lacking within the agency
   d. Summarize relevant agency project management experience and results

Response: a) defining and clarifying the project and its mission; planning the project and staying within scope; scheduling the project and resources needed; budgeting of the project; implementation of the project; project control and progress; project evaluation.
b) all of the above are available.
c) none.
d)UNI has a history of successful project management and a variety of resources to draw from.

B. Project Information

1. History:
   a. Is this project the first part of a future, larger project? If so, please explain.
   b. Is this project a continuation of a previously begun project? If so, please explain project history, current status, and results.

Response: This Project is a continuation from last year. The mission continues to be: The State of Iowa Information Technology Department, the Department of Education, the Iowa Communications Network, the University of Northern Iowa, IPTV, and the state libraries will continue to work together on a 21st Century Learning Infrastructure initiative collaborative project during the 2003 fiscal year, using an appropriation from the legislature, focused on enhancing the learning for Iowa's students. Continuing from the last two years, the project the following primary purposes: 1) the acquisition and creation of digital educational materials; 2) evaluate and utilize indexing systems for easy acquisition of content over the internet; 3) delivery and use of the content in the classroom; 4) provide instructional design and developmental support to the classroom teacher; 5) to evaluate the success of the project and make recommendations.

Project Elements:

- Continue to test a flexible infrastructure environment that facilitates the delivery and use of the content as needed
- Identify and acquire additional digital educational material that serve common educational needs within and beyond the boundaries of the classroom.
- Continue to evaluate different architectures and approaches to sharing and delivering digital content over the internet
- Test the ease of searching and delivery of the content to the classroom from remote sites.
- Test and evaluate the delivery and reception of digital educational material to be used within and beyond the classroom.
- Provide instructional design and development support to teachers, allowing them to take shared digital assets and incorporate their use into their curriculum.
- Identify ways the project can continue to impact the CSIP (Continuous School Improvement Plan) for the identified schools.
- Provide effective communication to those directly involved and those who are stakeholders.
- Provide assessment and evaluation of progress and results.

2. Expectations: Describe the primary purpose or reason for the project.

Response: To continue building and testing an environment that will provide online learning opportunities which are currently being offered via networks by many educational institutions, businesses and libraries in Iowa. The 21st Century Learning Infrastructure initiative is an effort to enhance, coordinate, and increase current and future distance learning/digital library offerings thereby enabling all citizens of the state of Iowa the increased opportunity to partake in quality life-long learning.

3. Measures: Describe the criteria that will be used to determine if the project is successful.

Response: The purposes of this project are to test and evaluate the delivery of additional digital content to more classrooms from remote sites. With the involvement of additional AEAs, local teachers, and UNI faculty, the effective use of the selected content in the classroom and the enhanced learning opportunities this use brings will continue to be judged. This will be done through verbal and/or written evaluations from the students, teachers, and other participants involved. By year three of this project, it is hoped there will be some development of digital content with the delivery of that content more reliably done. Professional development and support for the teachers will continue to be crucial.

4. Environment: List the project participants (i.e. single agency, multiple agencies, State government enterprise, citizens, associations, or businesses, etc.).

Response: The following groups will work together to ensure success of the project: State of Iowa's Information Technology Department, Department of Education, State Library, Iowa Communication Network, Iowa Public Television, the University of Northern Iowa, participating AEAs and schools, public libraries, and the 21st Century Learning Infrastructure Stakeholders Group.

5. Risk: Describe the project risks which may be internal or external to State government, i.e. implementing versus not implementing project, changing technology, potential cost overruns, changing citizen demand or need, etc.

Response: There is a changing demand and need to be able to do things electronically. Learning is no exception. There are many risks of not continuing with the implemention of the 21st CLI. Primary risks are Iowa could fall behind other states' educational initiatives, professional development for teachers would be lacking, lack of usable digital content, use in the classroom could not occur easily, lifelong learning would be stifled. To continue down the path of Iowa's educational excellence and providing availabilty to all citizens, we must continue to expand and develop the components of the 21st CLI.

6. Security / Data Integrity / Data Accuracy / Information Privacy
   a. List the security requirements of the project
   b. Describe how the security requirements will be integrated into the project and tested
   c. Describe what measures will be taken to insure data integrity, data accuracy and information privacy.

Response: a) The level of security will be based on requirements of the services requested and provided.

b) Licensed software will be password protected with necessary agreements signed. Server administration will be limited to certain system administrators with access being limited to those as determined by agreements, the scope of the project, or other factors. Data will be backed up based on the requirements of the services requested and provided. The backups will be stored off site.

c) Information privacy will be based on the requirement of the services requested/provided and ITD information security analysis.

7. Project Schedule
   Describe general time lines, resources, tasks, checkpoints, deliverables, responsible parties, etc.

Response:

The 21st Century Initiative was successfully launched during the fiscal year '01. The partners involved were UNI, ITD, DOE, and the ICN. These four organizations collaborated as one with the following seven local schools and two AEAs in this initial pilot:

Aplington/Parkersburg Middle School	H-L-V Junior/Senior High School
Denver Middle School	Iowa City SouthEast Junior High
Jesup Middle School	Iowa City NorthWest Junior High
North Tama High School	AEA 7 and Grant Wood AEA 10

The focus of the Initiative for the fiscal year '02 will be the continuation of many of the efforts begun this first year. This Initiative is a work in progress that will continually evolve. We will continue to work with the initial seven schools and two AEAs. To this group, we will add additional schools and supporting agencies focusing on diversifying the groups and people. Another goal will be to foster collaborations to support the convergence of learning, technology, and virtual environments. We will work with additional educational groups on content acquisition that can be shared across the curriculum. We will extend the network of support and sharing of strategies for integrating technology and curriculum revisions amongst the teachers.

Besides supporting learning opportunities within the classroom, we now have some technologies in place to allow for moving beyond the traditional classroom. This next year we can begin testing elements of the "virtual open campus" in meeting life-long learning needs of Iowa's citizens. Testing of additional hardware and software to be utilized in bringing the digital age into our rural areas will be needed.

We will also expand the professional development opportunities offered to our teachers and citizens through the use of online resources for learning anywhere, anytime, and anyplace.

Utilization of the ICN is key in our endeavors. We will utilize our network infrastructure in more effective ways as we grow the use of digital media and other educational content in our schools and communities. The 21st Century Learning Infrastructure initiative will partner with ICN to increase bandwidth with a dense wave division multiplexing (DWDM) upgrade to limited areas of the state. Dense wave division multiplexing is used to increase the transmission capacity of fiberoptic cable. DWDM allows up to 80 separate channels of data to be carried over a single optical cable using different wavelengths for each channel. This upgrade will provide increased bandwidth across the ICN for video on demand and multimedia to meet the needs for 21st Century Learning Infrastructure content delivery and also for the needs of the (CIVIC) National Guard project.

Building on other initiatives and working with additional state organizations can help us leverage many talents and a variety of knowledge and resources. As we move into next year, expansion will take place in our partners. IPTV and the State Library system are two examples of additional partnership opportunities.

The Educational Telecommunications division of IPTV will partner with the 21st Century Learning Infrastructure initiative to provide the mechanism to stream video files from two specific projects for both high-bandwidth access and lower bandwidth access by schools in the state, and to provide methods of indexing this media for easy acquisition over the Internet. Explore More is a multimedia curriculum resource for Iowa middle school students on four contemporary issues: Biotechnology, water quality, alternative energy, and environmental conservation. The School to Career project targets Iowa K-12 educators and students by profiling the lives of Iowa career professionals through videotape, ICN sessions and video-enhanced Web sites.

Specific goals, timelines, resources, tasks, etc. for '03 will depend on our progress during '02.

SECTION III: TECHNOLOGY (In written detail, describe the following)

A. Current Technology Environment

1. Software (Client Side / Server Side / Midrange / Mainframe):
   a. Application software
   b. Operating system software
   c. Major interfaces to other systems, both internal and external

Response:

a. Application software:

Media distribution software
Multimedia production software
Graphics design software
Web development software
Online learning tools software
Database server software
Media reports software
Web reporting software
Media asset management and database software
Online learning management tools
DVD-ROM development and distribution software
Web server software
Multimedia development software
Network Connectivity Software

b. System software
Server and workstation OS

2. Hardware (Client Side / Server Side / Mid-range / Mainframe):
   a. Platform, operating system
   b. Storage and physical environment
   c. Connectivity and bandwidth
   d. Logical and physical connectivity
   e. Major interfaces to other systems, both internal and external

Response:
b. Storage and physical environment
Media distribution servers
Web server
Online learning server
Media storage arrays
Media back-up unit
Multimedia production workstations
Web reporting hardware
Media asset management and database hardware
Online learning management hardware
Media distribution hardware
Server and client hardware
Multimedia development hardware
Web development hardware
New and emerging technologies

c. Connectivity and bandwidth
Network Connectivity Hardware

e. Major interfaces
DVD-ROM development and distribution hardware

The current hardware facilitates the creation and distribution of digital content. The hardware currently obtained will need to continue to grow in relation to the roll-out of the 21st Century Infrastructure.

B. Proposed Technology Environment

1. Software (Client Side / Server side / Mid-range / Mainframe)
   a. Application software
   b. Operating system software
   c. Major interfaces to other systems, both internal and external
   d. General parameters if specific parameters are unknown or to be determined

Response: We expect the usage of the 21st Century Infrastructure to continue to grow. We will continue to integrate additional client and server side software that will aid in the development and distribution of the educational objects.

2. Hardware (Client Side / Server Side / Mid-range / Mainframe)
   a. Platform, operating system
   b. Storage and physical environment
   c. Connectivity and Bandwidth
   d. Logical and physical connectivity
   e. Major interfaces to other systems, both internal and external
   f. General parameters if specific parameters are unknown or to be determined

Response: We will need to acquire additional servers, storage arrays, mobile video conferencing units, and network equipment to support growth and additional functionality. Testing and beta equipment will need to be acquired to try new technologies for implementation in to the system.

C. Data Elements

If the project creates a new database, provide a description of the data elements.

Response: Any data elements created or involved in this project will be independent of the existing State system and would be installed and delivered via newly acquired hardware and software. New data elements would include indexing systems, digital educational materials (i.e. digital pictures, audio and video; interactive web sites; electronic presentations; e-books; software; and evaluation mechanisms), and infrastructure information gathered by an outside contractor. Educational material can be mixed, matched, exchanged and sold.

SECTION IV: Financial Analysis

A. Budget: Enter figures and calculate (see formula below) Total Annual Prorated Cost (State Share).

$$\left[\left(\frac{Budget\ Amount}{Useful\ Life}\right)\times \%\ State\ Share\right]+\left(Annual\ Ongoing\ Cost\times \%\ State\ Share\right)=Annual\ \text{Pr}orated\ Cost$$

Budget Line Items	Budget Amount (1st Year Cost)	Useful Life (Years)	% State Share	Annual Ongoing Cost (After 1st Year)	% State Share	Annual Prorated Cost
Agency Staff	$0	1	100%	$0	100%	$0
Software	$450000	3	100%	$200000	100%	$350000
Hardware	$1155000	3	100%	$200000	100%	$585000
Training	$65000	3	100%	$15000	100%	$36700
Facilities	$0	1	100%	$0	100%	$0
Professional Services	$160000	1	100%	$50000	100%	$210000
ITD Services	$150000	1	100%	$50000	100%	$200000
Supplies, Maint, etc.	$20000	1	100%	$0	100%	$20000
Other (Specify)	$0	1	100%	$0	100%	$0
Totals	$2000000	-------	-------	$425000	------	$1401700

Transfer this amount to the ROI Financial Worksheet, item “D” on page 18.

B. Funding: Enter data or provide response as requested

1. This is (pick one):
   - ☒ A Pooled Technology Fund or Reengineering Fund Request
   - ☐ An Agency IT Expenditure or Budget Request (General Fund, Road Funds, etc)
   - ☐ Other – Specify:

2. On a fiscal year basis, enter the estimated cost by funding source?

	FY03		FY04		FY05	
	Cost ($)	% Total Cost	Cost ($)	% Total Cost	Cost ($)	% Total Cost
State General Fund	$	%	$	%	$	%
Pooled Tech. Fund	$2000000	100%	$2000000	100%	$2000000	100%
Federal Funds	$	%	$	%	$	%
Local Gov. Funds	$	%	$	%	$	%
Grant or Private Funds	$	%	$	%	$	%
Other Funds (Specify)	$	%	$	%	$	%
Total Project Cost	$2000000	100%	$2000000	100%	$2000000	100%

If applicable, summarize prior fiscal year funding experience for the project / expenditure.

Response: Initial planning and requests estimated this as a $2,000,000 per year / 5 year project. Funding for '01 was $1,000,000. Funding for '02 was $1,500,000.

1. On a fiscal year basis, how much of the total ($ amount and %) project / expenditure cost would be absorbed by your agency from normal operating budgets (all funding sources)?

Response: $0

2. Identify, list, and quantify all new annual ongoing (maintenance, staffing, etc.) related costs (State $s) that will be incurred after implementation or expenditure.

Response: $425,000

C. ROI Financial Worksheet: Respond to the following and transfer data to the ROI Financial Worksheet (see IVC11) as necessary:

1. Annual Pre-Project Cost – Quantify all actual state government direct and indirect costs (personnel, support, equipment, etc.) associated with the activity, system or process prior to project implementation. This section should be completed only if state government operations costs are expected to be reduced as a result of project implementation.

Response: Pre-project cost would include expenditures for: personnel, support, equipment, software, telecommunications, media material acquisition, textbooks, library books, etc.

2. Annual Post-Project Cost – Quantify all estimated State government direct and indirect costs associated with activity, system or process after project implementation. This section should be completed only if State government operations costs are expected to be reduced as a result of project implementation.

Response: We would expect long-term costs to be reduced due to: 1) joint purchasing/licensing statewide; 2) electronic distribution of materials; 3) sharing of resources and personnel; 4) more efficient use of the statewide infrastructure and architecture; 5) time savings in locating applicable content; 6) efforts that cross over and impact the Continuous School Improvement Plan; 7) libraries; 8) citizen distance learning.

3. State Government Benefit -- Subtract the total "Annual Post-Project Cost" from the total "Annual Pre-Project Cost." This section should be completed only if State government operations costs are expected to be reduced as a result of project implementation.

Response: We would expect long-term costs to be reduced due to: 1) the coordinated acquisition and creation of content 2) the provision of a cost-effective educational media and materials delivery system; 3) training via the Internet rather than traveling to classes; 4) expanded ICN services will allow for delivery of digital library materials/educational objects on demand. The 21st CLI would leverage all educational spending across state government for additional savings and sustainability..

4. Citizen Benefit – Quantify the estimated annual value of the project to Iowa citizens**.** This includes the "hard cost" value of avoiding expenses ("hidden taxes") related to conducting business with State government. These expenses may be of a personal or business nature. They could be related to transportation, the time expended on or waiting for the manual processing of governmental paperwork such as licenses or applications, taking time off work, mailing, or other similar expenses. As a "rule of thumb," use a value of $10 per hour for citizen time savings and $.325 per mile for travel cost savings.

Response: The value to Iowa citizens will be: 1) the accessibility to electronic educational material 24 hours a day; 2) life-long learning opportunities; 3) personal and business electronic processing of data and documents; 4) reduction in wasted time and travel; 5) environmental benefits; 6) availability of resources leading to increased skills and potentially higher wages.

5. Opportunity Value/Risk or Loss Avoidance Benefit – Quantify the estimated annual non-operations benefit to State government. This could include such items as qualifying for additional matching funds, avoiding the loss of matching funds, avoiding program penalties/sanctions or interest charges, avoiding risks to health/security/safety, avoiding the consequences of not complying with State or federal laws, providing enhanced services, avoiding the consequences of not complying with enterprise technology standards, etc.

Response: State Employee Training and Recruitment, Continuous School Improvement Plan, CIVIC National Guard Project, Expansion of Continuing Education by Iowa's Universities and Communtiy Colleges

6. Total Annual Project Benefit -- Add the values of all annual benefit categories.

Response: Additional Benefits Information

Reduction in Training Time
Research shows that the use of multimedia technologies, such as CBT or Web-based approaches, saves time – anywhere from 25-50+%, with most reports showing a 35-45% decrease. This savings is achieved with equivalent or better learning gains in terms of retention (remembering what was learned) and transfer (using what was learned).

Example: 10,000 state government employees x $20/burdened hour x 40 hours = $8,000,000
Note: Average salary of $33,000 (for state employees) with 25% burden for insurance, FICA, etc.

A 40% reduction in time saves $3,200,000 per 10,000 trained employees.

Reduction in Training Travel Expenses
Research shows that the multimedia approach can cut training travel expenses in half.

Example: Average travel expense per employee for a week ($500 airfare and 5 days of $100 per diem).
5,000 employees traveling x $1,000 = $5,000,000

A 50% reduction in travel expenses saves $2,500,000.

Value of Education to Earnings
Example: $26,805 (Average Iowa Salary) x 1% increase in salary x 60,000 (approximately 2% of Iowans) = $16,083,000

Decrease in AEA Delivery Costs
Approximately $200,000 per year over the next 5 years

Coordinated Acquisition of Content
Coordinating acquisition of digital content can cut costs by 1/3. According to our proposed budget, $450,000 will be spent on software. That figure reflects over $200,000 in savings per year. (5 year savings = $1,000,000)

Estimated Savings (upon completion of project)

Reduction in Training Time	$3,200,000
Reduction in Travel Expenses	$2,500,000
Value of Education to Earnings	$16,041,500
Decrease in AEA Delivery Costs	$1,000,000
Coordinated Acquisition of Content	$1,000,000
Total 5 year Savings	$23,741,500
Annual Savings	$ 4,748,300

These benefits will vary per year. Our numbers are quite conservative as we have averaged them over five years, the anticipated initial life of the project. One could argue that the total amount of benefit could occur each year once implemented.
There are countless variables involved in this project. To simplify this explanation, we are estimating that a reduction in costs for training personnel and training centers would balance out with the increased equipment needs for individuals and support costs (ie: ICN connectivity to schools).
There are also many benefits that are not quantifiable.

7. Total Annual Project Cost – It is necessary to estimate and assign a useful life figure to each cost identified in the project budget. Useful life is the amount of time that project related equipment, products, or services are utilized before they are updated or replaced. In general, the useful life of hardware is three (3) years and the useful life of software is four (4) years. Depending upon the nature of the expense, the useful life for other project costs will vary between one (1) and four (4) years. On an exception basis, the useful life of individual project elements or the project as a whole may exceed four (4) years. Additionally, the ROI calculation must include all new annual ongoing costs that are project related. Completing Section IV-A, Project Budget of the evaluation document will provide all the necessary information for this item.

Response: $1,401,700

8. Benefit / Cost Ratio – Divide the "Total Annual Project Benefit" by the "Total Annual Project Cost." If the resulting figure is greater than one (1.00), then the annual project benefits exceed the annual project cost. If the resulting figure is less than one (1.00), then the annual project benefits are less than the annual project cost.

Response: 4.15

9. ROI -- Subtract the "Total Annual Project Cost" from the "Total Annual Project Benefit" and divide by the amount of the requested State IT project funds.

Response: 4.15 = 221%

10. Benefits Not Readily Quantifiable -- List the project benefits which are not readily quantifiable (i.e. IT innovation, unique system application, utilization of new technology, hidden taxes, improving the quality of life, reducing the government hassle factor, meeting a strategic goal, etc.). Rate the importance of these benefits on a "1 – 10" basis, with "10" being of highest importance. Check the "Benefits Not Readily Quantifiable" box in the applicable row.

Response:

- Iowans will have a single access point for their education and training needs. - 10
- 21st CLI meets Governor Vilsack's and Lt. Governor Peterson's strategic goals for education. - 10
- provide job training resources - 9
- make skills training and life-long learning more available at all levels - 10
- expand Internet-based resources for students, employers, and workers- 10
- expand pre-employment services to Iowans in transition (retain and retrain)- 8
- provide technical skills analysis for individuals relating to targeted jobs (skills gap)- 9
- make the greatest possible effective use of both distance learning and place-based education technologies for ALL on-site and off-site learners - 10

11. ROI Financial Worksheet

Annual Pre-Project Cost - How You Perform The Function(s) Now	
FTE Cost (salary plus benefits):	$0
Support Cost (i.e. office supplies, telephone, pagers, travel, etc.):	$250000
Other Cost (expense items other than FTEs & support costs, i.e. indirect costs if applicable, etc.):	$1250000
A. Total Annual Pre-Project Cost:	$1500000
Annual Post-Project Cost – How You Propose to Perform the Function(s)	
FTE Cost:	$0
Support Cost (i.e. office supplies, telephone, pagers, travel, etc.):	$50000
Other Cost (expense items other than FTEs & support costs, i.e. indirect costs if applicable, etc.):	$375000
B. Total Annual Post-Project Cost:	$425,000
State Government Benefit (= A-B):	$1075000
Annual Benefit Summary	
State Government Benefit:	$1075000
Citizen Benefit:	$
Opportunity Value or Risk/Loss Avoidance Benefit:	$4748300
C. Total Annual Project Benefit:	$5823300
D. Annual Prorated Cost (SECTION IV-A):	$1401700
Benefit / Cost Ratio: (C / D) =	4.15
Return On Investment (ROI): (C – D / Requested Project Funds) x 100 =	221**%**
☒ **Benefits Not Readily Quantifiable**	

Section V: ITC Project Evaluation Criteria

Criteria and Location in Project Evaluation Document		Points
1.	Is the project a statutory requirement; legal requirement; federal or state mandate; health, safety or security requirement or issue; and/or required for compliance with the enterprise technology standards? **Location: Section I-A**	**15**
2.	Will the project improve customer service? **Location: Section I-B.2**	**15**
3.	Does the project have a direct impact on citizens? To what extent does the project help reconnect state government with Iowans? **Location: Section I-B.3**	**10**
4.	Does the project provide a sufficient tangible and/or intangible return on investment? Will it generate savings or income? **Location: Section IV-C**	**10**
5.	Does the project make use of information technology and its practical application in reengineering traditional government processes consistent with the goals and objectives of the state's strategic plans? **Location: Section I-B.1**	**10**
6.	Risk: What are the risks associated with the project? Such risks may include those internal and external to state government, the risk of doing a project, the risk of not doing a project, and the risks associated with changing technologies, potential cost overruns, and changing citizen demands and needs. **Location: Section II-B.5**	**10**
7.	Is this funding required to continue a project that was begun prior to the year funding is being requested for and does it have proven past performance? Is the funding part of a multi-year strategy? **Location: Section II-B1, IVB2**	**10**
8.	Will the project be for only one agency, multiple agencies, or the state government enterprise? **Location: Section I-B3, IIB4**	**10**
9.	Has the applicant maximized their own and other resources in the project? Is alternative funding unavailable for this project? (If no other funding available, project will not be completed without Pooled Technology funding) **Location: Section IV-B.2, IV-B.3**	**5**
10.	What is the credibility of the requester based on past performance on other projects? **Location: Section II-A.2.d**	**5**
	Total	**100**